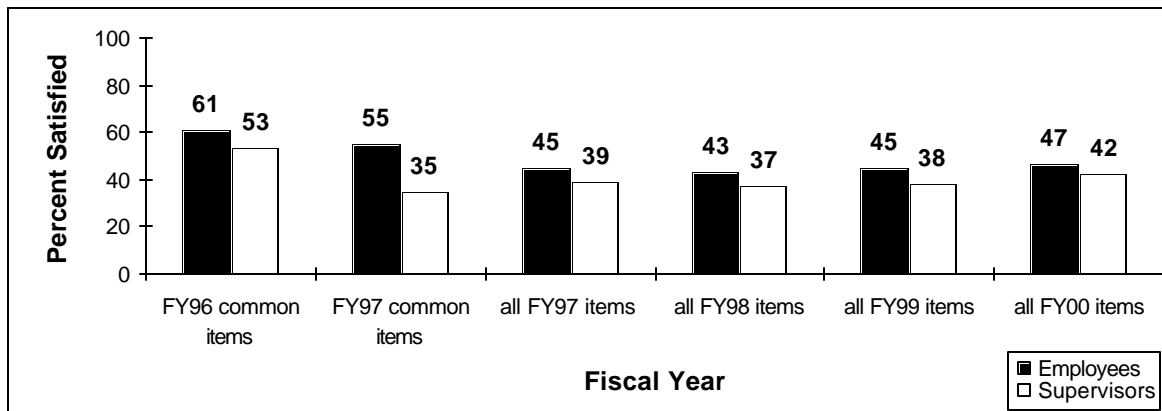


2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction

Objective: Not Less Than 5% Improvement Over FY99

Assessment: Employees Not Met; Supervisors Met



Source: Army Civilian Personnel Attitude Survey (employee and supervisor versions)

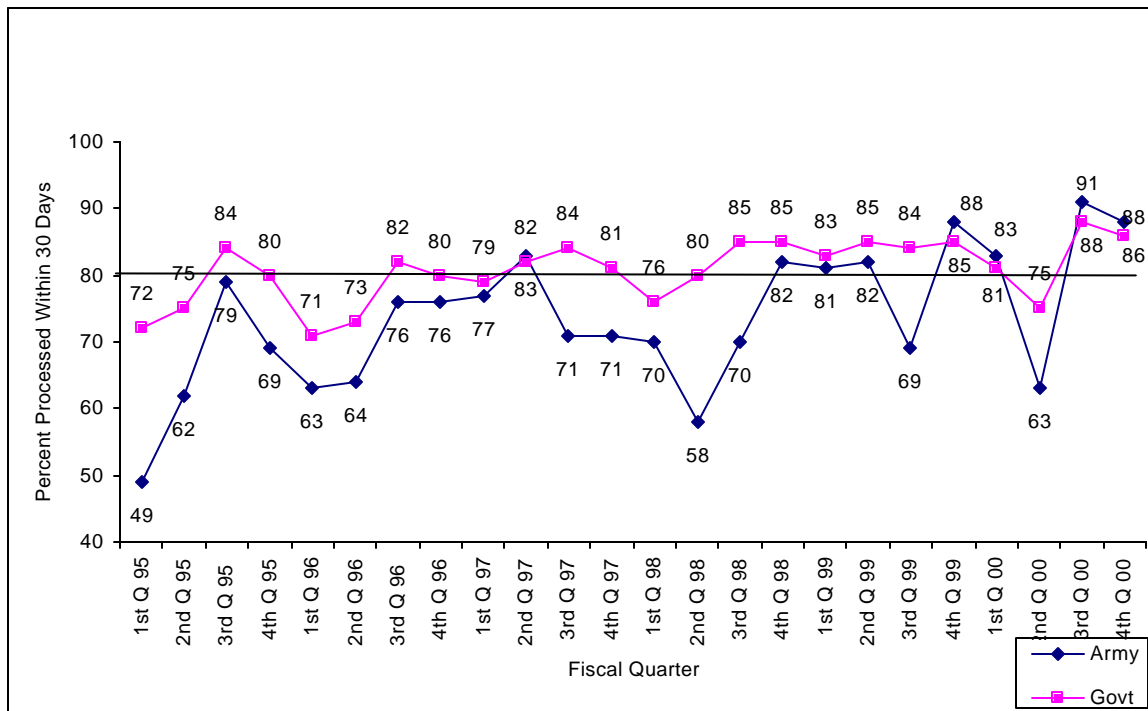
Analysis:

- This indicator measures satisfaction with products and services provided. Satisfaction is defined as the top two ratings in a five-point scale.
- The indicator was revised in FY97. Prior to FY97, the employee score was a composite of three survey items; the supervisor score was a composite of twelve survey items; two items overlapped. Currently, the employee score is a composite of eleven survey items; the supervisor score is a composite of twenty-one survey items; eight items overlap. See Appendix, pp. A3-10, for the rating scale, individual survey items, raw scores, Region results, and MACOM results.
- Direct comparison of FY96 with other FY survey results would be misleading since the composite was substantially changed in FY97. However, a trend can be obtained by re-calculating FY96 and FY97 results based on common items. When this is done, the results show employee satisfaction with service drops by six points in FY97. Supervisor satisfaction drops by eighteen points in FY97. From FY97 to FY99, customer satisfaction has been relatively unchanged. In FY00 supervisor results rose by four percentage points (i.e., a 10% gain), indicating a possible trend change. The FY00 rise for employees was not as dramatic (i.e., a 4% gain).
- Overall, employees are more satisfied than supervisors with CPA products and services. Note that employees and supervisors receive different products and services (see Appendix, pp. A3-10).
- Individual item analysis: CPA received highest ratings on courtesy and lowest ratings on planning, reorganizing, classifying, and staffing (for supervisors, recruitment, quality and timeliness of candidates referred; for employees, job and promotion information).
- For FY00 MACOM comparisons, employee customer satisfaction ranges from 54% (TRADOC) to 40% (USAREUR). Supervisor satisfaction ranges from 49% (TRADOC) to 38% (USAREUR).
- For FY00 regional comparisons, employee satisfaction ranges from 55% (North Central) to 36% (Korea). Supervisor satisfaction ranges from 48% (Northeast) to 32% (Korea and National Capital Region).

2-2. Timeliness of Processing Retirement, Refund, and Death Benefits

Objective: OPM Standard is Not Less Than 80% of the Actions Processed Within 30 Days

Assessment: Met



Source: OPM "Aging of Separation" report

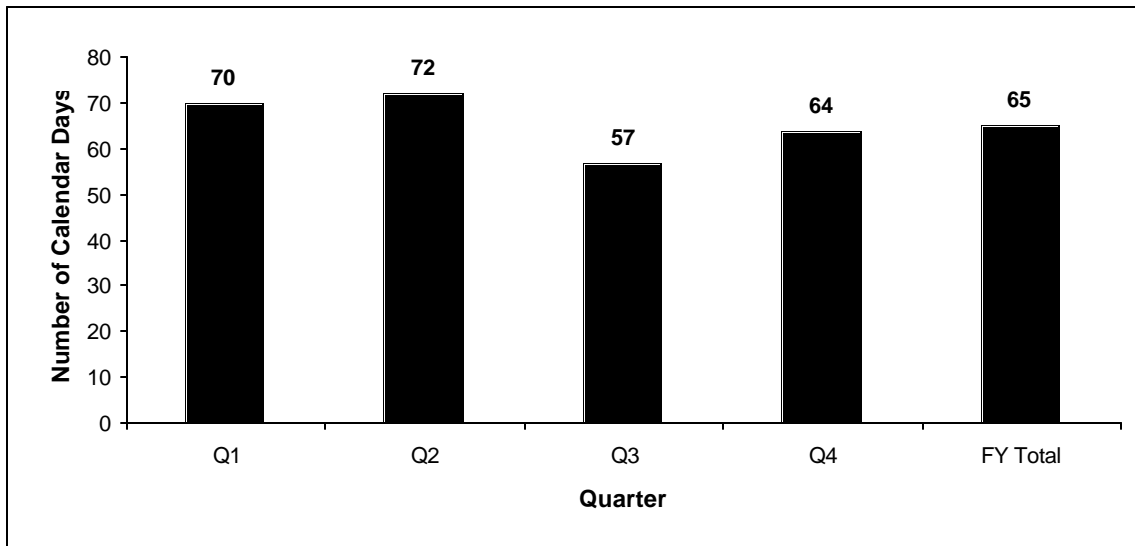
Analysis

- Army met its objective in FY00. The OPM Congressionally-mandated timeliness standard requires that 80% of all retirement, refund and death claims be received by OPM within 30 days of separation. Army's weighted average (the quarterly percents shown above are weighted by the number of actions per quarter) was 81%. Army exceeded the government-wide average 3 out of 4 quarters for the year. Army achieved its highest rate ever in the 3rd quarter (91%), exceeding the government-wide rate (88%).
- The above figures are based on the total number of retirement, death and refund claims submitted by Army employees. Because there are more retirement claims than death and refund claims, the average is skewed towards the timeliness of retirement claims processing.

2-3. Average Number of Days to Fill Positions

Objective: 70 Calendar Days

Assessment: Met



Source: CivPro

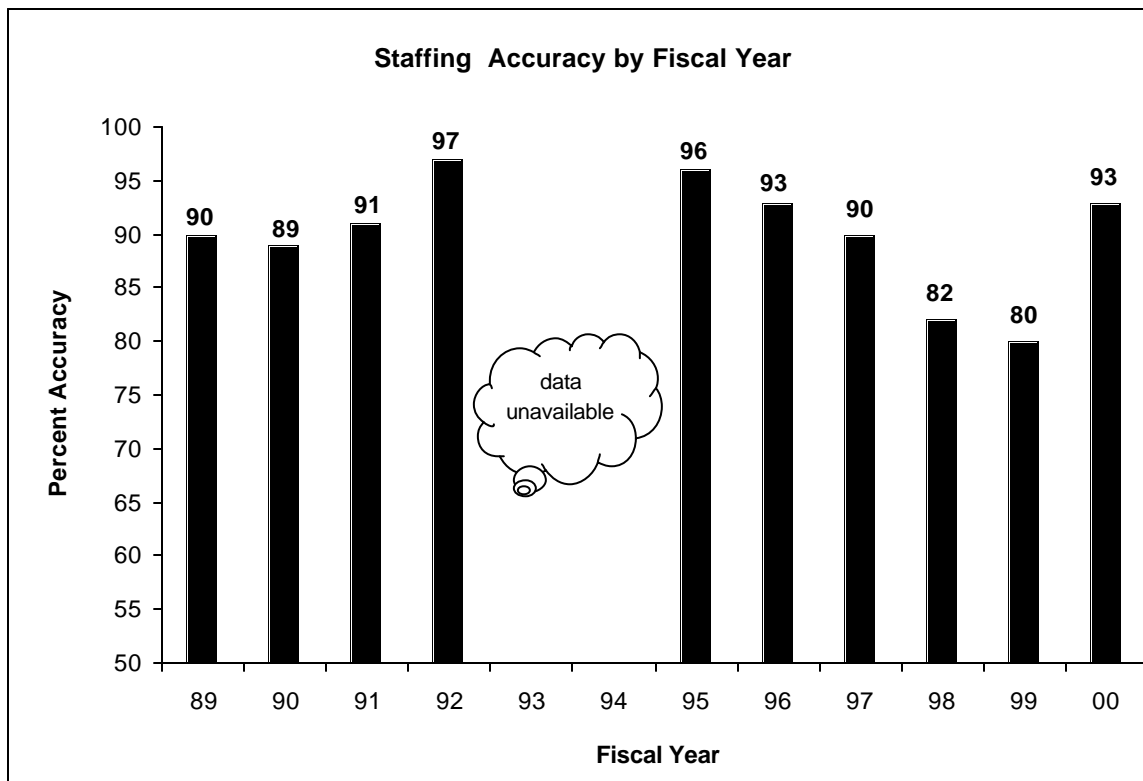
Analysis:

- For FY00 HQDA established an objective of 70 calendar days. The FY Total is not a simple average of the four quarters; it is a weighted average, taking into account the number of vacancies filled in each quarter.
- This indicator tracks fill time from receipt of the SF 52 or Request for Personnel Action (RPA) in the personnel community (CPAC, CPOC, or CPO) until the date the offer is accepted. It includes placements into vacant positions subject to mandatory career referral procedures; includes PPP placements; includes temporary and permanent placements from internal and external sources into true vacancies; does not include career ladder promotions or reassignment actions that merely represent a change in duties.
- Performance improved for FY00 by an average of 8 days from FY99. The FY00 objective of 70 calendar days was met.
- See Appendix, p. A11, for region breakout.

2-4. Staffing - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Met



Source: USACPEA survey reports

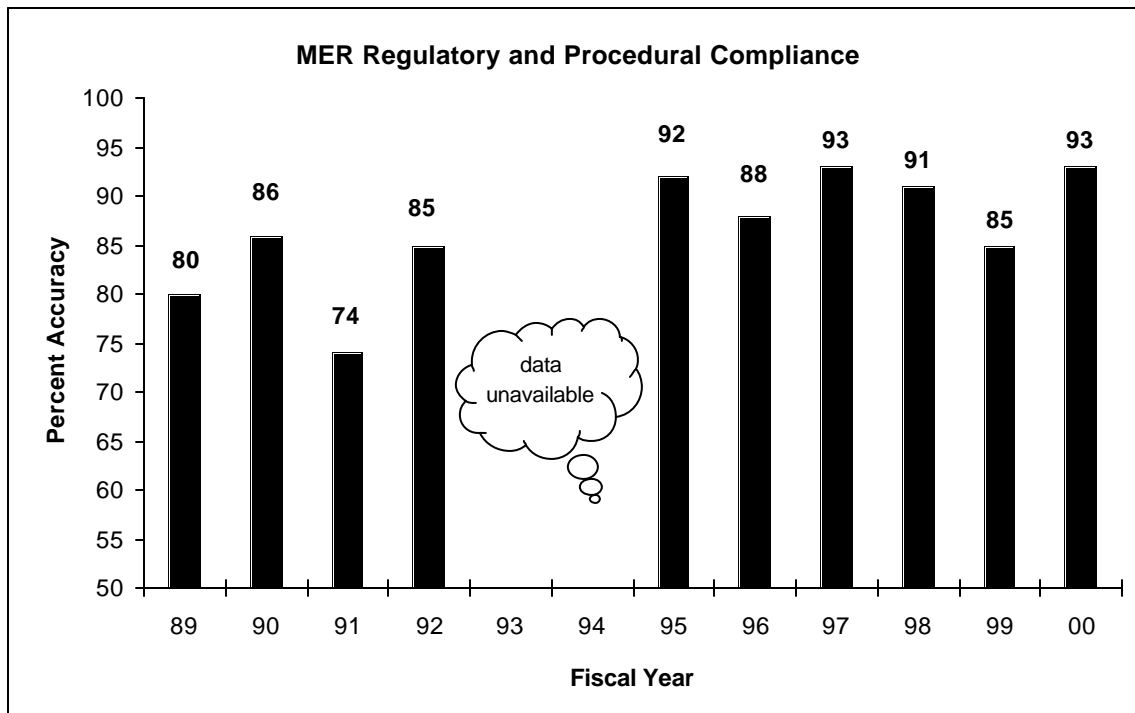
Analysis:

- Army met its objective of 90% accuracy. Note that the number of staffing actions reviewed in FY99 (100 at one region) and FY00 (200 at two regions) are smaller than in other years.
- USACPEA attributes the relatively low FY98 and FY99 compliance rates to the loss of experienced personnel and to the limited improvements in operations and practices in the regional Staffing Services Divisions. FY00 indicates improvement in operations and practice. USACPEA's explanation is based on interviews with personnelists.
- See pages ii and iii for a discussion of sampling and generalizability of USACPEA results. See Appendix, p. A12 for individual on-site review information.
- Staffing regulatory procedural compliance is determined by conformance with requirements of law, regulation, and prescribed government-wide standards in the areas of appointments, promotions and internal placements (including reassignments, changes to lower grade, transfers, details and position changes during a period of grade or pay retention).

2-5. Management Employee Relations - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Met



Source: USACPEA survey reports

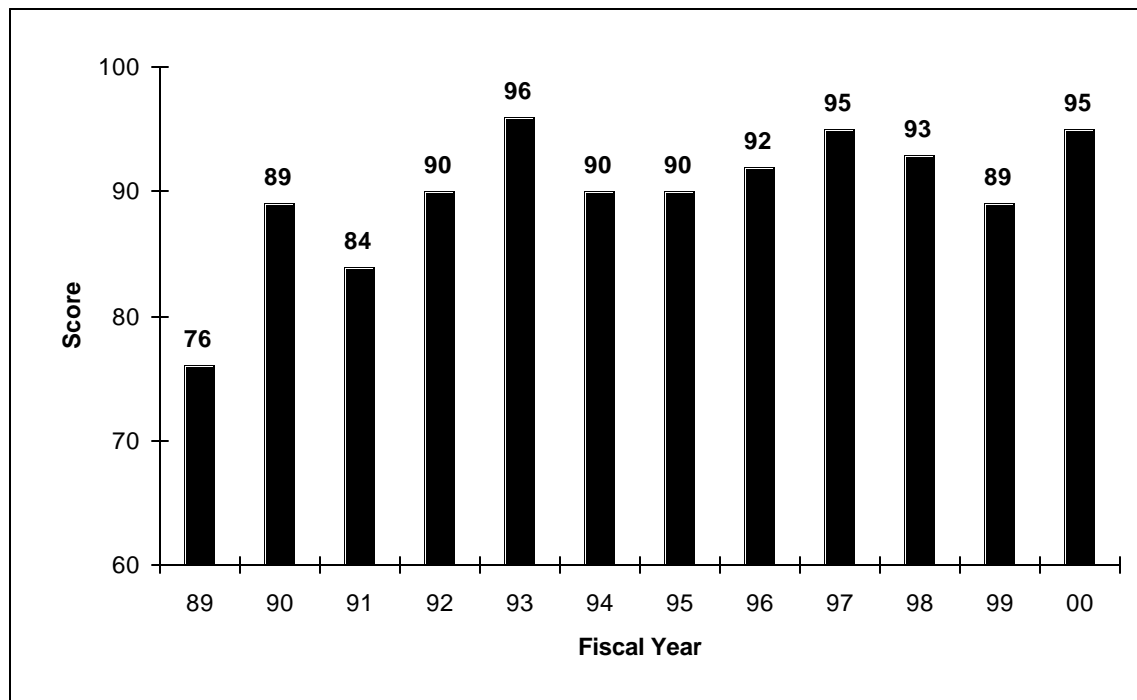
Analysis:

- Army met its objective of 90% accuracy. Note that the FY99 sample is smaller (112 actions reviewed) than in other years and represents only four CPACs. FY00 (235 actions reviewed) represents seven CPACs.
- Six of the seven CPACs had 90% or better compliance. The non-compliance at the remaining CPAC was in the area of adverse/disciplinary actions.
- See pages ii and iii for a discussion of sampling and generalizability of USACPEA results. See Appendix, p. A13, for individual on-site review information.
- Management-Employee Relations regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed Government-wide standards in the areas of awards (quality-step increases, on-the-spot, special act/service, and performance) and adverse/disciplinary actions (removals for cause, conduct-related involuntary reductions in grade or pay, performance-based actions, suspensions, reprimands, and denial of within-grade increases).

2-6. HQ ACPERS Data Quality - OPM's CPDF Data Quality Composite

Objective: Score of at Least 96 (OPM Standard)

Assessment: Not Met



Source: U.S. Office of Personnel Management (OPM) Report

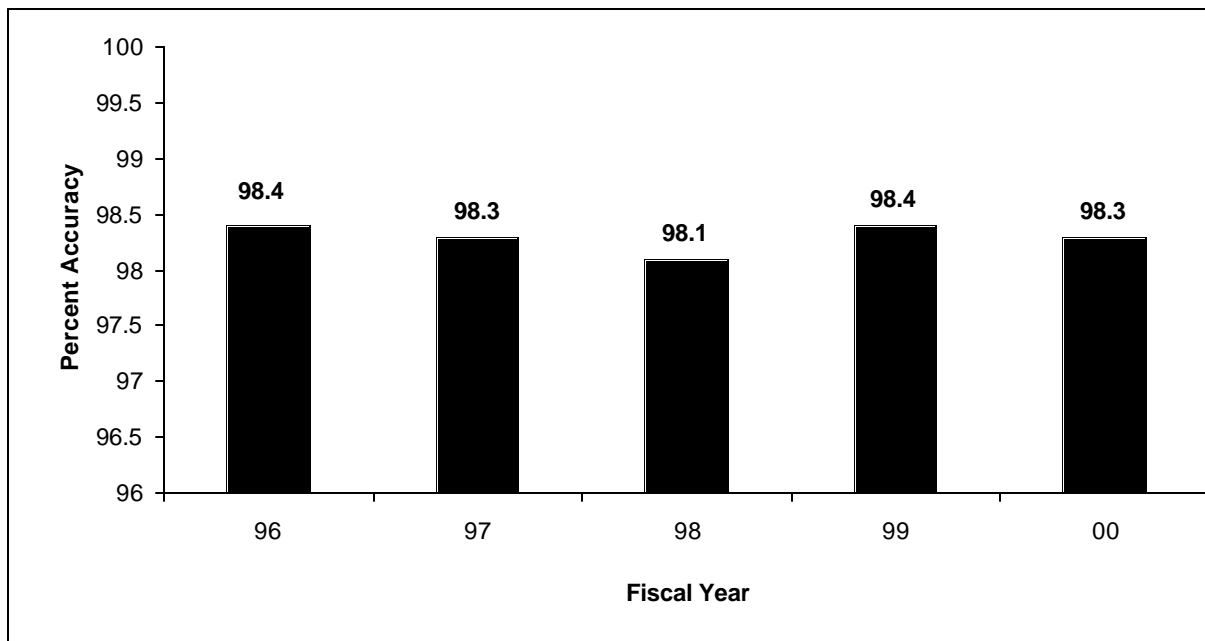
Analysis:

- Army did not meet OPM's quality composite standard for FY00.
- The score displayed is a composite of seven items: (1) days to submit, (2) percent of records with valid data in the most used fields, (3) number of data elements valid on 99% of records, (4) percent of records without errors (status file), (5) percent CPDF record count compared to SF113A count, (6) percent of records timely, (7) percent of records without errors (dynamics file). See Appendix, p. A14, for OPM standards and Army performance on the individual items.
- OPM reports accuracy for quarterly periods. Fiscal year data presented above are averages of data for four quarters. The FY00 score represents only the first two quarters; third and fourth quarter data were not available at the time of publication. The *FY99 Annual Evaluation* contained data on only the first two quarters of FY99. Updating that with data from the last two quarters, the FY99 score raised from 82 to 89 and still, the objective was not met in FY99.

2-7. HQ ACPERS Data Quality - HQ ACPERS Quality Control Report

Objective: At least 98% Accuracy

Assessment: Met



Source: HQ ACPERS Quality Control Report (PCN:ZMA-56A) produced by HQDA (SFCP-PSS)

Analysis:

- Army met its objective of 98% accuracy for FY00.
- The Quality Control Report covers appropriated fund, U.S. citizen only. It is provided to the field (based on personnel office identifier) on a quarterly basis. Although summary data are presented here, the report identifies individual errors to the field. The report has two limitations -- it covers a subset of Defense Civilian Personnel Data System data fields and checks for field completion and a specified range of values only. Data errors not covered in this report are known to exist.
- The report has been in production for years. Unfortunately, copies of the pre-FY96 reports were not retained.

2-8. DCPDS Data Quality

Objective: Not Less than 97% Accuracy

Assessment: Met

Item Reviewed	# Items Reviewed	# Items Accurate	% Accuracy
Employee Name	175	175	100.0%
Social Security Number	175	175	100.0%
Type of Appointment	175	175	100.0%
Employee Tenure	175	174	99.4%
Civilian Position Control Number	175	175	100.0%
Pay Rate Determinant	175	175	100.0%
Retirement Plan	175	175	100.0%
Federal Employee Retirement System Coverage	175	175	100.0%
Performance Rating	175	174	99.4%
Performance Rating Date	175	175	100.0%
Service Computation Date (SCD) - Leave	175	174	99.4%
Veterans Preference	175	175	100.0%
Pay Plan	175	175	100.0%
Pay Grade	175	175	100.0%
Pay Step	175	175	100.0%
Base Salary	175	175	100.0%
Locality Adjustment	175	175	100.0%
Pay Basis	175	175	100.0%
Within Grade Increase Due Date	175	174	99.4%
Product Distribution Flag	175	175	100.0%
Payroll Interface Flag	175	175	100.0%
Key/Emergency Essential Employee	175	174	99.4%
Key/Emergency Essential Position	175	175	100.0%
Supervisory Level	175	175	100.0%
TOTAL	4,200	4,195	99.9%

Source: USACPEA survey reports

Analysis:

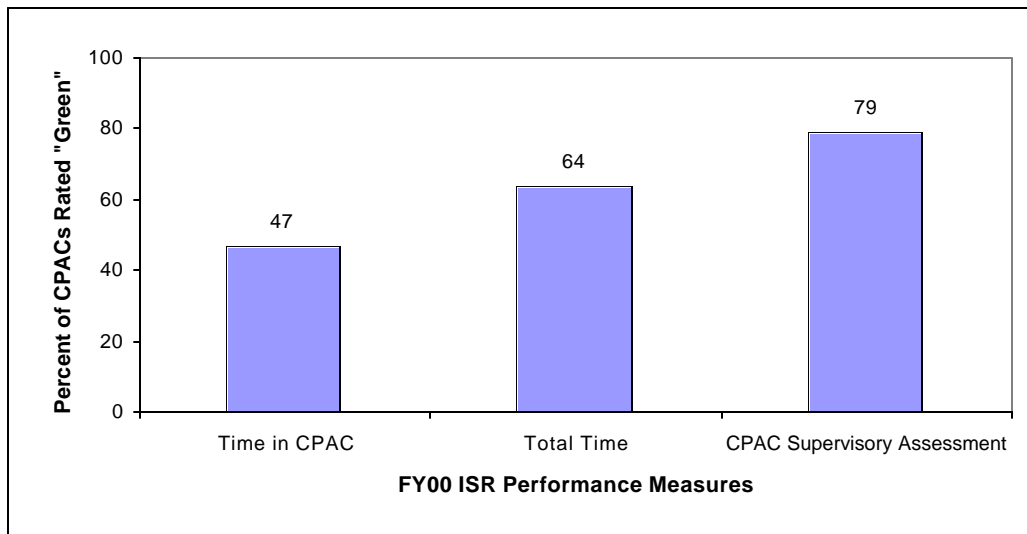
- The objective was met - data accuracy averaged over 99% Army wide. As shown above, all of the 24 individual data elements met the objective. Note that the FY00 sample represents only the North Central and West CPOCs.
- Data accuracy is defined as the "value" in the official personnel folder (OPF) being the same as that in DCPDS. No historical data are presented because the methodology has changed (i.e., earlier reviews were against HQ ACPERS data and some of the items reviewed have changed).
- USACPEA sees high data accuracy as a result of centralized control of data input. Regionalization created concentrations of Information Systems expertise at CPOCs where some extremely effective and sophisticated automated data verification routines are used to conduct quality control.

2-9. CPAC Workforce Effectiveness (Installation Status Report)

Performance Measures

Objective: See "Green" Standards Below (in Bold)

*Assessment: Met for CPAC Supervisory Assessment and Total Time;
Not Met for Time in CPAC*



Source: HQDA (SFCPL)

Analysis:

- The Installation Status Report, developed by the Assistant Chief of Staff for Installation Management, is a tool for viewing the readiness of Army installation infrastructure, environment, and services. CPAC performance is reported to ACSIM as part of the report. Results are compared to "red-green-amber" performance standards.
- CPAC performance measures and standards for FY00 are (1) time in CPAC to process recruit/fill actions (**green** = 7 calendar days or less, amber = 8 to 12 calendar days, red = 13 calendar days or more), (2) total time to fill (from receipt of action in CPOC/CPAC to date job offer accepted) (**green** = 71 calendar days or less, amber = 72 to 80 calendar days, red = 81 calendar days or more), and (3) supervisor assessment of CPAC performance (**green** = 3.25 rating or higher, amber = 2.00 to 3.24, red = 1.00 to 1.99). The second performance measure, total time to fill, is shown in the Installation Status Report but not counted because it covers the total fill process, not just the CPAC part.
- Overall Army results: average time in CPAC for a recruit/fill action = 11.14 days (amber); average total time for the recruit/fill action = 65 days (green); average supervisor CPAC assessment (customer satisfaction) = 3.44 (green). Army obtained the highest rating on two of the three performance measures.
- See Appendix, p. A15, for MACOM results.